



Hollyns

HEALTH & WELLBEING

Welcome to the latest issue of Hollyns Health & Wellbeing Newsletter! In this quarter we discuss: Demand in General Practice, telephone lines, extended access, eConsults, connecting with our community, practice statistics during COVID, Local taxis & bus routes and the latest Practice News.

INFORMATION FOR PATIENTS ABOUT DEMAND IN GENERAL PRACTICE

Thank you for bearing with us during the last 12 months which has been stressful for everyone. General Practice has seen absolutely unprecedented demand and this continues to increase and has shown to be one of the most challenging times throughout the whole of the NHS. As well as dealing with the usual day to day demands, along with constraints of COVID cases, ensuring adequate PPE is provided for all staff including the set up of working remotely we have also been accommodating the biggest vaccination campaign the country has ever seen. GP surgeries all around the country are facing the same difficulties, hopefully this will provide an insight into how and why our services remain slightly different at this time.



OUR PHONE LINES ARE BUSIER THAN EVER

Due to COVID the volume of incoming and outgoing phone calls have significantly increased. In order to reduce call waiting times we have added a message to notify patients that all appointments for that day have been allocated, however if you feel you need to speak to a clinician urgently on the day you can stay on the line to speak to a Patient Services Administrator who will deal with your request accordingly. Across both our Clayton & Allerton sites we have 16 telephone lines where you will listen to messages and available options.

At our busiest times when contacting the practice you will be placed into a queue. To help with queuing times we ask that if you have any prescription or test result queries that you telephone between the hours of 10.30am – 3.30pm. If you are calling to find out if your prescription is ready please contact your nominated pharmacy direct. If you would like to cancel an appointment you can do this by texting your full name, DOB, time and date of appointment to 07596506843.



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Patient Service Administrators will care navigate to ensure everyone is signposted to the most appropriate service according to their needs. GPs are not always the first port of call in general practice, for this reason we have a varied team of healthcare professionals to direct patients towards, this frees up more time for GPs to be able to deal with more serious health conditions in a timely manner.

EXTENDED ACCESS SERVICE

This practice is part of the extended access service which provides GP, Physiotherapy, Nurse, Health Care Assistant, Mental Health Support, Grief and Loss Counselling Services & Young Peoples Counselling. The service is run by Bradford Care Alliance, which represents all GP practices in the Bradford area. Medical appointments are with GPs and other healthcare staff who work in the area; so your appointment may not be with a clinician from this practice. To use the service please contact the surgery via phone. We will ask for your consent to share your medical record, a Patient Service Administrator will explain what this means and why it is necessary.



ONLINE CONSULTATION SERVICE AND ITS IMPACT

eConsult is our online consultation service. Please note that advice and treatment requests are for one problem only, all you have to do is complete a simple online form on our practice website www.hollynshealth.co.uk to get advice and treatment within 2 working days. Incorrect or misleading information being supplied in online submissions can cause an impact upon clinicians workloads and can also cause delay in the patient receiving the most appropriate care, therefore please provide accurate and honest responses to the questions asked. We understand the difficulties patients may face when



using an IT based service, the overall aim of eConsult is to encourage almost all patients to use the service in a responsible manner which in return would hopefully reduce the number of incoming calls into the practice which would free up staff time to help the elderly and/or vulnerable who are unable to use this service. We appreciate the efforts of those patients who have taken the time and trouble to use

eConsult, giving sensible and detailed responses to the questions, thereby enabling us to provide them with the most efficient and effective care possible.

MULTIPLE PROBLEMS PRESENTED WITHIN ONE APPOINTMENT SLOT

Because demand is so high at the moment, and because so many people are desperate to see or speak to a clinician, we are finding that many people are presenting with multiple problems. Clinicians are frequently expected to deal with three or four problems within a 10 minute time slot. That is exactly 150 seconds to deal with each problem. The drawback with the presentation of multiple problems to a clinician is that there is a risk that the most important issue may not be dealt with. We would encourage patients to let us know the most troubling concern at the outset, this allows us to prioritise and treat you in the most effective and efficient way.

SELF- CARE, SELF-HELP AND SELF REFERRAL

We have found that patients actively choose to ignore forms of self-care, self-help and self referral and that their first port of call is always the GP. Self-care is about keeping fit and healthy, understanding when you can look after yourself, when a pharmacist can

help, and when to get advice from your GP or another health professional. If you have a long-term condition, self-care is about understanding that condition and how to live with it. Self-care is also recommended when you have a minor condition which doesn't normally need medical care (from a doctor or nurse) or any treatment in order to get better. In practice this means a person decides that they can manage their illness without seeing a doctor. Self-care is something millions of us do everyday, but what if you feel you need some advice before you are able to self-care? For instance, if you're not sure if your condition is minor, or one that goes away on its own i.e. a virus, or if you just want advice on how to relieve the symptoms. The good news is your local pharmacist can help you, local pharmacies provide NHS services in the same way as GP practices and pharmacists train for 5 years in the use of medicines before they qualify as health professionals. What's more, it's a walk in service, open all day. Active signposting is not something we at Hollyns have just made up or introduced. It is actually an official and integral part of the NHS to help free up time for General Practice, but it does require the full co-operation of patients. Self-care has many advantages. It means that you already know what it is that you need to do when you develop something. It means that you can get the help you need much quicker and more conveniently than waiting for the GP to tell you what to do.



NHS111 is also a useful service which can help patients if you have an urgent medical problem and not sure what to do. To get help from NHS111 you can go to 111.nhs.uk (for people aged 5 and over only) or call 111 which is available 24hrs a day, 7 days a week. You will answer questions about your symptoms on the website, or by speaking to a fully trained advisor on the phone. Depending on the situation you will find out what local services can help you, be connected to a nurse, emergency dentist, pharmacist or GP, get a face to face appointment if you need one, be given an arrival time if you need to go to A&E—this might mean you spend less time in A&E, be told how to get any medicine you need or get self-care advice.



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GP SURGERY BEING CONTACTED FOR HOSPITAL RELATED ISSUES

Hospitals have their own processes and systems and their own staff to manage those. But we are finding that many patients contact us first off with queries regarding their hospital appointments, hospital tests and hospital results, either by phone or via eConsult. Hospitals, under terms of their contract, are required to discuss your test, results, appointments, and any other query you might have about your hospital care with you. It is also the duty of the doctor who ordered the test to action the result, not your GP. It is also the duty of the hospital doctor treating you to provide you with a fit note (sick note) if you require one. We do realise many patients are having to wait a long time for appointments, but again, if you do have a query please ring the hospital in the first instance, not your GP surgery.

CONNECTING WITH OUR COMMUNITY

As a practice we are working closely with community connectors to improve the health and wellbeing of our patients. We have many ideas on the horizon and will update you further once these have been finalized and rolled out. Many families have been affected by the pandemic along with making wellbeing calls to our more vulnerable patients. Practice staff have been collecting food items and toiletries to support local food banks.

Should any of our patients be struggling with any social matters such as debt, housing issues, loneliness/isolation please contact the practice and one of our Patient Service Administrators can refer to our Social Prescribers who can work with and support you.



PRACTICE STATISTICS DURING COVID-19

Here is a small insight into what we have been doing during the pandemic to care & support our patients through what has been a very challenging year. We will continue to share these statistics with you on a monthly basis via our practice website.

Between December 2020—June 2021 8111 of our patients have received their 1st COVID vaccination & 6533 have received their 2nd dose.



DURING THE COVID 19 PANDEMIC IT HAS BEEN NECESSARY TO ADAPT OUR WAYS OF WORKING IN LINE WITH NHS GUIDANCE WHILST STILL CARING AND SUPPORTING OUR PATIENTS

Here is a small insight into what we have been doing during the period of
1ST JULY 2021 - 31ST JULY 2021



ECONSULTS COMPLETED

Patients can complete an e-consultation on our website and receive advice or treatment once reviewed by a Clinician

392

CLINICIAN TELEPHONE APPOINTMENTS

To reduce footfall through the practice and keep our patients safe all appointments have been triaged by a Clinician, and the patients may have had a video consultation

1394

FACE TO FACE APPOINTMENT AVAILABILITY

During the telephone triage the Clinician will book a face to face appointment if required

430

BLOOD SAMPLES TAKEN

Nurse have been taking bloods when requested by a Clinician during the pandemic

575

COVID 1ST VACCINE GIVEN

We have vaccinated all of our care home residents and housebound patients and are booking patients in at The Ridge when they meet the cohort criteria

164

COVID 2ND VACCINE GIVEN

Number of patients who have now received their 2nd dose of the vaccine

554

LOCAL TAXI NUMBERS CLOSE TO CLAYTON/ALLERTON SITES

Allerton: Ace Budget Cars 01274 481818, A & M Thornton A B C Taxis 01274 881100 & Allerton Cosy Cars 01274 545555 Clayton: 24/7 Cars 01274 247247, Bank Top Taxi 01274 501100 & Great Horton Taxi 01274 521672

BUS ROUTES TO CLAYTON OR ALLERTON

Bus routes from Bradford Broadway stop H14 from Bradford to Clayton 637 Bus routes from Bradford Interchange Stand D + Stand F from Bradford to Allerton 617/618 & Stand C Bradford to Allerton 615 Please check for bus times as these may change www.firstgroup.com

MAP OF OUR LOCATIONS

Allerton

Clayton



PRACTICE NEWS

We would like to welcome Louise Reynard (Practice Nurse) to the team. Pauline Kiely and Mohammed Saeed (Primary Care Practitioners) will be joining the team from July. Pauline and Mohammed are trained Paramedics who will be using their skills in Primary Care and will be seeing patients including home visits.



Dr Marris and Mariella (Patient Services Administrator) recently returned from maternity leave therefore we would also like to welcome them back to the team.



We would also like to congratulate Dr Hussain and her partner on the arrival of their beautiful baby boy.

Did you know that you can order repeat prescriptions online?
Register for SystmOnline with the Reception Team and then log on via
www.hollynshealth.co.uk

Due to COVID online appointments are currently unavailable.



Attending your appointment!

As a practice we are continually looking to improve our service and make more appointments available to patients. However the number of patients who fail to attend appointments without ringing to cancel is still very high.

Between 1st April 2021 and 30th June 2021 Hollyns Health & Wellbeing - Clayton had 243 Did Not Attend appointments. That's 66 hours worth of wasted appointments.

Hollyns Health & Wellbeing - Allerton had 227 Did Not Attend appointments. That's 59 hours worth of wasted appointments.

To cancel an appointment you can do this by texting your name, DOB & appointment details to 07596 506843 Please note this mobile number is for cancelling appointments only. Any other requests will not be dealt with.

Please remember to cancel your appointment if you are unable to attend!



We want your views! We are keen to hear feedback about the services we provide. Please log on to

www.hollynshealth.co.uk

Use the Contact Us button in the waiting area to email us your comments.

SMS Text Messaging: if we have your mobile number we will send you text messages to confirm your appointment, remind you of your appointment or notify you of test results. You can "opt out" of these texts at any time. Please inform reception if you do not wish to receive them.

Please remember to inform us if you change your mobile number!

Patient Group: Both the Allerton and Clayton sites at Hollyns Health and Wellbeing have a Patient Group; the groups consist of patients, Doctors and members of the practice management team and we meet frequently through the year. Our aim is to contribute to the continuous improvement of services and to provide feedback about our patient's concerns. Details for the next Patient Group meeting is yet to be confirmed, please check for updates on the Practice's website.

If you are interested in becoming a member of the Group or would like to attend the meetings, then please leave your name and contact details with a member of the Patient Administration team.

A copy of all of the Group's minutes are available on the Practice's website.

Hollyns Health & Wellbeing



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Fax: 01274 491776
E-mail: B83045.hollynshealth@nhs.net

GP Availability

Dr. A. Raw (female) works: Monday all day, Tuesday morning, Wednesday afternoon and Thursday all day

Dr. A Suleman (male) works: Monday afternoon (pain clinic), Tuesday all day, Thursday afternoon and Friday all day

Dr. J. Doore (female) works: All day Monday, Wednesday, Thursday and Friday

Dr. C. Temperley (female) works: All day Monday, Tuesday and Thursday

Dr. S. Marris (female) works: All day Wednesday, Thursday and Friday

Dr R . Hussain (female) works: All day Wednesday & Thursday and Friday morning

Dr M . Mahmood (male) works: All day Monday & Tuesday morning

ANP/ACP Availability

Louise Lewis (Advanced Nurse Practitioner) (female) works: all day Tuesday, Wednesday and Thursday

Jayne Hunneybell (Advanced Clinical Practitioner) works: Monday & Tuesday all day, Wednesday and Thursday mornings.

Helen Clarke (Acute Care Responder) works: All day Monday & Tuesday, Wednesday & Thursday mornings.

We have a Practice Nurse team who are available Monday to Friday.